

**EMPLOYMENT OPPORTUNITY
ANNOUNCEMENT NUMBER: HCMALL 15/28**

OPEN TO: All interested candidates
POSITION: IT Helpdesk Clerk, FSN-5
OPENING DATE: June 08, 2015
CLOSING DATE: June 22, 2015
WORK HOURS: Full-time, 40 hours/week
LENGTH OF HIRE: Long term. Actual filling of the position is contingent upon the availability of funds.
ANNUAL SALARY: Ordinarily Resident: **US\$6,289.00** (Starting salary)

The Consulate General of the United States of America in Ho Chi Minh City is seeking an individual for employment of IT Helpdesk Clerk position in Information Resources Management Office.

NOTE: ALL APPLICANTS WHO ARE NOT FAMILY MEMBERS OF U.S. GOVERNMENT EMPLOYEES MUST HAVE RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

BASIC FUNCTIONS OF THE POSITION

Under the direct supervision of the Computer Management Specialist and general supervision of the Information Program Officer (IPO) and the Information Management Specialists (IMS), incumbent of the position serves as the first point of contact for all users who visit or call the Information Systems Center (ISC), logs user requests, and assists them directly with routine problems. The incumbent often resolves over the phone those calls that can be handled without on-site intervention. Directly responsible for the supervision of all trouble tickets generated for IT support Ho Chi Minh City, the incumbent also assists in office administration and record keeping, and serves as Office Assistant and Backup Telephone Operator.

QUALIFICATION REQUIREMENTS

NOTE: All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. College or university studies required.
2. Must have at least two years of administrative or clerical work experience.
3. Must have knowledge of 1) general office operation practices; 2) telephone operations; 3) basic computer operation, application and network troubleshooting. Must be proficient in Microsoft Windows Client Operating Systems – Microsoft Client applications (Office, Publisher, Internet Explorer, etc.)
4. Must have abilities to 1) use tact and diplomacy when dealing with the public; 2) learn new computer systems and applications; and 3) adjust to continuous introduction of new concepts, ideas, and ways of conducting daily work.
5. Level 3 (Good working knowledge) Speaking/Reading/Writing English is required (this will be tested).
Level 4 (Fluent) Speaking/Reading/Writing Vietnamese is required.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

Please see [post eligibility & qualification requirements](#) on the Management Office intranet (Sharepoint) or on the Consulate website <http://hochiminh.usconsulate.gov/jobs.html>.

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.

3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFM's who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed Not Ordinarily Residents (NORs) hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold U.S. Mission Regional Security Office (RSO) and Health Unit clearances.

HOW TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff (DS-174) or a combination of both DS-174 (sections 1 – 24) along with a listing of the applicant's work experience attached as a separate sheet. The DS-174 form is available on the U.S. Consulate website <http://hochiminh.usconsulate.gov/jobs.html>.

Applications should be submitted through email to the address: HoChiMinhCityHR@state.gov. Do not compress files and send in "rar" format.

Subject line must be: (HCMALL 15/28) or your application may not be considered;

We will only accept applications by email. Please do NOT attach a photo on an application form or resume.

2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

CLOSING DATE FOR THIS POSITION: JUNE 22, 2015.

(All applications must be received by the closing date to receive consideration. Please wait to hear from us within 4 weeks from the closing date.)

The U.S. Mission in Vietnam provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.